

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: April 17, 2009 /Stacey Bussey/
Stacey Bussey

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Eric J. Horvitz, *et al.*

Serial No: 10/610,486

Filing Date: June 30, 2003

Examiner: Thjuan Knowlin Addy

Art Unit: 2614

Conf. No: 5347

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO
HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY
AND OPERATOR LOAD

**Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450**

REPLY TO OFFICE ACTION DATED JANUARY 7, 2009

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the following amendments and comments.